

installationId 37 Camp Zama Japan

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Why does MWR charge so much for food at its restaurants when they have free labor and no utility costs?
Why is it easier for a Japanese national to get on post to play golf then it is for a relative? Additionally, The relative has to be escorted at all times, while the Japanese national is free to enter post without an escort.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Offering old fashioned Photography and photo-development classes and setting up a working dark room with supervision for us amateur photographers.

To set up the local tours further in advance, especially for all the standard long holiday weekends. Also, offer perhaps a few more weekday tours. And can local tours offer overseas shopping trips to S. Korea, Okinawa, etc. over long holiday weekends.

installationId 37 Camp Zama Japan

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I'd like to see MWR try and reach for families and single soldiers a little better than what they are doing now.

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Reggae

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would greatly appreciate to have somebody look into the Child Development Program, because we are a small post and it is the only day care service here. The program could be improved by hiring more day care providers for the children. Providing more space which will allow the children to have a better atmosphere. But most of all the program really needs more day care providers because it is impossible with the current ratio of providers to provide the proper care that each child needs. Especially in the infant and toddler rooms. SOMEBODY REALLY NEEDS TO USE SOME COMMON SENSE AND REALIZE THAT ONE PROVIDER CAN NOT TAKE CARE OF FOUR INFANTS. The child/infant is the one being punished here because they are not getting the proper care that is needed. As parents we pay a great deal of money for this service and I expect the best care possible for my children!!

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Need a place where single soldiers can go and hang out. An area that could potentially have the following things: movie room, general area to relax with recliners, bean bags r whatever, tvs to watch, and video game systems to use at our leisure.

installationId 37 Camp Zama Japan

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The Outdoor Recreation Tours should limit the number of seats that a person can reserve for a tour. For example, I recently wanted to attend a tour trip to Sumo Wrestling Stable. However, one person had already reserved 10 of the 15 seats. The remaining 5 seats had also already been filled. By limiting the number of seats one can reserve to 3 or 4 this will allow others the opportunity to attend tours.

installationId	37	Camp Zama Japan
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	I rent equipment
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Bowl Least Prefer	I rent equipment
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Child Care Prog	
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ACS Concerns	
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Overall Comment	
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installationId 37 Camp Zama Japan

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see in-home cable television offered like they have at Iwakuni, Kadena, Atsugi, and many other bases.

installationId	37	Camp Zama Japan
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	Use what the bowling facilities offer
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment	
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installationId	37	Camp Zama Japan
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Patron Group	Active Duty
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Hear About MWR	Command Chanel
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Pagan/Wiccan Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

I rent.

Bowl Least Prefer

I rent.

Child Care Prog

Youth Programs on my installation

ACS Concerns

Overall Comment

I am Army but i live and work on an Air Force Base. They are taking pretty good care of me and my family.

Thanks any way.

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

OFF POST LOCAL JAPANESE PRO SHOPS

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

We need more money to support all MWR activities on post. Many activities need upgrades and subsidize money to keep it competitive from the local economy. We need more variety in restaurant selections, better hours for facilities(they need to be kept open longer; at all other posts they saty open late). We need more scheduled activities offered at the outdoor recreation.

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Soldiers should have priority to include bumping civilians off trips and removing them from facilities to make way for soldiers.

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

In comparision to off-post comercial facilities, the prices at the Zama ITT appear to be much higher.

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

-Concerts featuring R&B/hip-hop/Jazz Artists.

-More Activities in Arts and Crafts, i.e. ceramics teacher, floral arrangements instructor etc.

installationId 37 Camp Zama Japan

Patron Group Active Duty

Hear About MWR

Music Blues

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Many of these questions did not pertain to me and my family. I am a forward-deployed Liaison Officer. This means that I am assigned to Camp Zama, but live approximately eight hours away (by car)...or more than 300 miles. We visit Camp Zama approximately once every four months, and at that time generally use some of the MWR facilities mentioned (gym, clubs, PX, theater at Atsugi, etc.) In our daily lives, since we live in Sendai, Japan, we do everything off post.

installationId 37 Camp Zama Japan

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Add more trips. I spend more money paying the Air Force because they have better trips and is usually \$10.00 cheaper.

installationId	37	Camp Zama Japan
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

The Auto Crafts Shop is very important to me. I use it all the time to maintain my auto and motorcycles. For those of us with the desire to do our own work, this facility helps us save money and to continue to learn maintenance procedures without having to invest in thousands of dollars worth of tools that we have no space to store or utilize while living in government housing. It also provides a great service in that we can dispose of environmentally hazardous fluids in a safe manner. I especially appreciate the motorcycle lift that is available to raise the motorcycle to chest level while working on the engine and suspension.

installationId 37 Camp Zama Japan

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Some question's don't apply to Camp Zama Japan. When the location is enetered, it should be tailored to the location the soldier is at.

installationId 37 Camp Zama Japan

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

MWR caters to a specific type of individual that they "want" the people in the Army to be... not who is actually in the Army. Most activities are so rigid that there is no fun in them. I much prefer doing things off post.

Fine dining is hard to find. They really try here on Camp Zama, Japan--- but the funding and facilities are so poor and unsupported that even though the people work very diligently to make Eda's a great place, it falls short.

installationId	37	Camp Zama Japan
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

motor cross track

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Recently there was something put in front of the TV's in the Yano Fitness Center that stops individuals from changing the channels. I preferred being able to change the channel on the TV if when I show up no one is watching it. If I go down stairs to request the staff come up someone could come up while I'm going down and want to watch what is on already.
My thoughts where first come first serve, I haven't seen anyone mistreating the TV's while changing the channels.

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

do not use

Bowl Least Prefer

do not use

Child Care Prog

ACS Concerns

Overall Comment

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I am quite content with all MWR services provided, and I would probably use MWR a bit more if I had the time, although I use the gym and some of the food servies almost daily.

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I am currently stationed on a Marine Corps Base that is the reason why most of the questions did not apply to me. From what I have seen with the limited amount of time spent at Camp Zama MWR is doing an OUTSTANDING job!!! Keep up the good work!

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

BOSS

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId 37 Camp Zama Japan

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

MWR is a waste of my money. if the army really cared at all about me or my family, it would increase the dollar amount in my paycheck. all the money that goes into these programs, paying their employees, and advertising and other expenses---every soldier in the army could be getting 500 dollars a month more. what a load of shit MWR is.

installationId	37	Camp Zama Japan
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	I don't buy bowling equipment
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Bowl Least Prefer	See answer above
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Child Care Prog	
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ACS Concerns	
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Overall Comment	
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installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

There could be more activities around for younger families. camping trips, get togethers like that.

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Timing of services offered

Overall Comment

I would like to see Pilates classes offered at Camp Zama. I would also like to see spinning classes offered at Camp Zama.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

There is problem with van rentals. If a person would like to rent a vehicle early in the morning to bet traffic the next day he/she cannot due to fact outdoor recation in not open. So they tell you if you need the van that early you have to pick-up the van the day prior at closing time and get charged additional \$25.00.

installationId	37	Camp Zama Japan
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
------------------	--

Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	Eyewash programs
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Overall Comment

installationId

37

Camp Zama Japan

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Yard Sales

Bowl Most Prefer

Bowl Least Prefer

Yard Sales

Child Care Prog

ACS Concerns

Overall Comment

installationId 37 Camp Zama Japan

Patron Group Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer too expensive for SOFA customers, designed for non SOFA customers

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Golf Course: too much emphasis on the non SOFA customer, the SOFA customer is treated second to the non SOFA customer. The current management strategy to attract/serve non SOFA customers.

Other Pro Shops Have much cheaper merchandize at Atsugi or Tama Hills. or off base. The mark up at Zama is aimed at the non SOFA customer. Zama needs more space to display golf equipment. Sales are needed on last year models, etc.

Question: is MWR facilities priority for SOFA customers or non SOFA customers?

installationId 37 Camp Zama Japan

Patron Group Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I've been here for a long time. I've seen services (especially to single soldiers) decline and that's not good. There is no Recreation Center here at Campa Zama. Atsugi takes much better care of their people.

Other than that - I don't use MWR on base for very much because generally they don't offer what I'm looking for. I do not know why I was asked to participate in this survey as I do not use MWR.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

1. The main dining room at the community club needs to improve its food service and hygiene. Service is sometimes slow, and food is often cold. Food service workers place cutlery directly on the cloth tablecloth and then don't change the cloth between customers.
2. Outdoor Recreation should offer (or perhaps just advertise) a ticket service for off-post concerts, sports events, etc.
3. Roberto's should be off-limits to children during Happy Hour and perhaps throughout the evening on Friday or Saturday night as well. At the very least there should be separate areas so that children are not eating near the bar. It might be worth considering which is more profitable--family dining at Roberto's or fine dining at Eda's. Is there a chance that a Mexican, Chinese, or Japanese restaurant could be there?

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

We have been playing high school baseball practice and games at the baseball field for two months and the bathrooms are still not operating/usable. This is extremely very poor planing.

Automatic car washes are too expensive.

Outdoor recreation should offer a ticket service for any off base activities such as ticket pia offers.

The main dining room at the community club needs to improve its food and service. Food needs to be hot and fresh. Food is cold. Silverware should be wrapped and not placed on the table or tablecloth.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

37

Camp Zama Japan

Patron Group

Civilian

Hear About MWR

call MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I really like the few services I do (and have used) use from MWR and Outdoor Rec. They are ready, and on the ball, and willing to assist you in many ways. I appreciate having them available for use. They do a very good job.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Camp Zama Has everything I need and more, I just don't take the time to enjoy it.

installationId	37	Camp Zama Japan
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I would like to see the four armed services combine their advertising and provide transportation to Stateside USO shows or concerts or sports events for Kanto Plain or Honshu; ie, a concert in Camp Fuji or Misawa with bus and overnight trips from Zama, Atsugi or Yokosuka/vice versa. Maybe a trip to Hiroshima or Nagasaki combined with Navy or Air Force. AND combined Single Soldiers, Sailors, Marine, Airmen social (not drinking) activities.

installationId	37	Camp Zama Japan
Patron Group	Civilian	
Hear About MWR		
Music	reggae	
Golf Most Prefer		
Golf Least Prefer		
Bowl Most Prefer	I do not buy bowling equip.	
Bowl Least Prefer		
Child Care Prog		
ACS Concerns		
Overall Comment		

installationId 37 Camp Zama Japan

Patron Group Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog Japanese Kindergarten and after school care

ACS Concerns

Overall Comment

The greatest disappointment in my experience at Camp Zama is the Child Development Center. Before we arrived I was told that care would be available for my children. It was very frustrating when we arrived to be told that there was a waiting list and there were no in home providers available. Both my spouse and I work full time and we were desperate to find care. We went off post to a Japanese school. It has worked out for the best, but it was very disturbing. It was also disturbing the cost of part-time care when our children needed after school care. It was going to cost us over \$1000 for our children to be in after care from 2-4. It feels like the CDC and the Army in general do not really encourage their member and civilians to go off post to facilities. There is not a lot of support for people who choose to school their children off-post. It seems very important for members of the military community to form a positive bond with their host nation and our children are a wonderful bridge. However without support we who choose to school off-post really struggle without support.

installationId	37	Camp Zama Japan
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I would like to see more discount tickets to off-post concerts (i.e. major musicians, pop stars, etc.), and/or have the musician/pop-star make a stop at the military bases (any in the Kanto area would be easy enough to attend).
 Also, I know it comes down to instructor availability, but I would be really interested in a yoga and/or Tai Chi class to get/stay in shape.
 Thanks for giving me the opportunity to participate in the survey.

installationId

37

Camp Zama Japan

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I had no idea where or what USA Buffet was on this base.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I have enjoyed Eda's fine dining but the establishment needs to update the menu on a seasonal basis.

There are four or five lobster dishes on the menu. The menu does not accommodate non-meat diners.

The Yano Fitness Center should open at 5 AM. 5:30 AM is just too late for me to use the facility prior to work.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Survey did not include New Sano Hotel, which for those in Japan gets used.

I would like to see the US Government, Congress and DOD live up to it's committment to fund Cat A and Cat B at its appropriate levels of APF support which would allow MWR Overseas Programs (as well as Stateside) to re-invest funds into Cat C activities and also upgrade other services in Cat B that are not self sustaining but enhance the overall quality of life for personnel stationed overseas which due to culture differences create an atmosphere of isolation.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

My first stop at Camp Zama was Army Community Service to begin gathering information on volunteer and job opportunities. I was told at that time I was better off looking for a job than volunteering. I was also told to check the board in the back of the building for current job postings. The job postings that were up were outdated to say the least. The list included the job my wife applied for five months earlier that brought us to Japan.

I'm very pleased with both the library and the Yano Fitness Center.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see healthier options for food at MWR activities as well as more vegetarian options. I would be more inclined to eat on base if these were available.

installationId

37

Camp Zama Japan

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I came to Japan to participate in Japan. All my off time is spent in Japan and meeting new friends. I do not spend much time on base because I prefer not to.

installationId	37	Camp Zama Japan
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

Rough on golf course needs to maintained or cut to 1/2 inch, its so high its hard to find your golf ball and they expect you to play in limited time. Greens are in terrible condition.

installationId

37

Camp Zama Japan

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

There are several positive aspects of the MWR program that should be brought to the attention of others. These include the many improvements at the golf course, the high quality and informative Bugle publication, and the various new activities and programs offered by youth sports.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

It would be nice if there were more clases through ACS that were geared toward and at times that are accessible to civilian employees (i.e. the pharmacy class not being hooked into the insurance class at 9 in the morning-during the duty day.)
It would also be great if the fitness center could open earlier in the morning for those of us who have to be at work early.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The tax assistance office does not help very much. No help exists for civilian personnel who need help above and beyond what the normal soldier has to deal with. For instance, because I moved out of the country to live in Japan, I had alot of tax issues dealing with my state. The tax assistance center could not offer advice to help me. It seemed that all the tax people could do was input my information and give me a print out of my taxes. I could have done that. It would have been nice if there was actually someone available that actually knew something about taxes. Also, the tax assistance office said they had no way of filing previous year taxes or adjustments to those taxes. I had to send all of my information back to the US and talk with an account over the phone. More professional advice in all aspects of civilian should be made readily available to civilians.

installationId

37

Camp Zama Japan

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Asking a person to fill this out when they have been here less than 3 months is a waste of your time and mine. I have been presured into filling this out and have taken approx. 30 minutes out of my day to do this. Would be glad to do the survey after 6 months. I really enjoy living on Post and think the Army & MWR do a great job along with the other Post agencies.

installationId 37 Camp Zama Japan

Patron Group Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog I would like child care services to be offered when I need them not just when the facility offers them.

ACS Concerns

Overall Comment

The childcare facilities here do not offer the same programs at both facilities and it is so frustrating for the parent. I live on one post but have to drive to the other post to get the services I need because the service I need is offered on the other post and not on the one I live on. I would like to see free child care offered in the gym for parents when they work out. I cannot go to the gym to work out because I have to find a babysitter. I would definely use the facilites more if I could take my kids and they could play while I worked out. I don't go now because it is a hassle. I tried to take my kids to the gym to while I worked out their was a indoor track and I wanted to jog and walk. I sit my son down to play his leapster while I walked and I was quickly told that children are not allowed on the second floor of the gym. He was not bothering anything but it made me not want to go there anymore because most places are not kid friendly and most of us do have kids. MWR would get a lot more participation if their were more kid friendly activities.

installationId 37 Camp Zama Japan

Patron Group Civilian

Hear About MWR Monthly community information exchange meetings

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The Bowling alley and Golf course kitchen's are pretty scary and in need of upgrade. The food is fine but the rumor is they always fail the health inspections. The library is in desperate need of new and modern books. They currently carry arts and craft project books dating to the 60's and 70's. Nothing current. Most of the items available are in that era. They still have everything indexed by card versus looking up in the computer data base for a particular subject/book. The MWR facilities are all in old buildings (circa 1950's)and the staff do try to keep them clean and inviting but can only do so much with such old facilities. Camp Zama is a great place to live and various activities are available both on and off post for just about any family budget. I would like to see a facility specifically used by the single soldiers and unaccompanied civilians which would include having a large TV room, cooking facility, and general day rooms for various activities and socializing.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Too many Japanese employees working Customer Service with poor English skills, and with no real understanding of American Culture or American Military customs and courtesies. Japanese employees should not be working the front lines on any U.S. Base or Embassy.

I'd like to see more AMERICAN Live Music Entertainment.

installationId 37 Camp Zama Japan

Patron Group Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns LACK OF STAFF

Overall Comment

TO NEW TO COMMENT YET.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Food handlers at all locations (esp. at Golf Course shack) need to wash their hands and/or wear plastic gloves when handling food. There should be signs reminding them to do so. I would like to see vegetarian meals other than salad offered at MWR eatery, i.e., a simple veggie sandwich, veggie patty burger.

installationId	37	Camp Zama Japan
Patron Group	Civilian	
Hear About MWR		
Music		
Golf Most Prefer		
Golf Least Prefer		
Bowl Most Prefer		
Bowl Least Prefer		
Child Care Prog		
ACS Concerns	Personnel	
Overall Comment		

installationId	37	Camp Zama Japan
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I really enjoy playing golf at the Camp Zama Golf Course, but unfortunately the reconstruction of the golf course has created layout that has made it too difficult for the average golfer to enjoy. The new layout has included too many water hazards, sand traps, and deep fairway roughs.

Also, the Community Club Casino needs more Video Machines that have Video Poker Games. There are only 5 each machines that have such feature compared to the total number of slot machines.

installationId 37 Camp Zama Japan

Patron Group Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Quilting class

Stained glass class

Weight-loss programs in non-intimidating environment, especially for women.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to get more information about facilities available in other locations. When we were going to California, I wanted to stay on a base and get some good deals on local attractions for my kids, but no information was available at our MWR...

installationId 37 Camp Zama Japan

Patron Group Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer Do not buy

Bowl Least Prefer Do not buy

Child Care Prog

ACS Concerns

Overall Comment

Would like to see sales of tickets to off post events such as concerts, sports events, etc on a weekly basis. Could be done by contracr with a local company.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The entertainment at the Community Cultural Center could be better by providing more entertainment such as concerts, plays and musicals.

The massage therapy is fantastic. The location of the room needs to be looked at since it is in a highly traveled area and the noise interrupts the tranquility of the massage therapy.

The wooden playground equipment at Dewey Park needs to be looked on the safety issue particularly the worn out ropes.

installationId

37

Camp Zama Japan

Patron Group

Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Just so happy and satisfied to have what we have now. Thank you.

installationId 37 Camp Zama Japan

Patron Group Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

1. Americans love fried chicken wings. The Bowling Center and Golf Course does not sell fried chicken wings. If they can sell fries which are cooked in grease then why can't they sell fried chicken wings?
2. The Morale and Welfare for the soldiers. The entertainment, Club, on weekends is limited to a time line for their guest if they don't get permission to sign them in for over night. What do you expect the soldiers to do when the local ladies and men's can not visit the Club and enjoy themselves? Why can't a procedure or policy be put in place where as the local ladies and men's came sign themselves in and out the installation as long as the are checked by security they are not carrying anything other than their wallet? Limit them to only their pocket book and wallet. They must leave their ID at the gate. I know for sure that the Morale of the soldiers would increase to include the funds for the club. We forget that we were once young and why should we make the young ones suffer because we do not want to deal with problem that might arises. When an individual crosses the line, deal with them and then everyone will know how to conduct themselves. I feel and see that the main purpose of being here is not for the soldiers but for the married and even they don't support the Club. Officers and NCOs should be able to take their wives and enjoy the evening, listening to some soft music. Remember the old days?
3. Golf course closes too early. 1700hrs. Soldiers get off from work at 1630-1645. Civilians get off at 1700. Why can't the course stay open until 2000 or 2100 hrs? There are times I would love to eat dinner there after I play a round in the evening. How about survey and see what the soldiers and civilian personnel have to say.
4. Golf course again; I love it and respect what is being done to this course but when there no Marshall after 1700 hrs, people go out on the course, with their caddie bags and hit ball to the green. They do not repair the ball marks. They leave balls all over the course which I know when the grass is being cut damage the grass cutter/equipment. Golf ethnic goes out the door when there's no Marshall. It's something to think about.
5. Popeye's; I worked for Popeye's for 5 years and when I go to the one here at Zama, they are not IAW food service regulation. When they place cook chicken on the line, they must place a metal number which indicate a 30 minute time limit that the chicken must be pull from the line. Meaning; when the chicken is cooked and pull from the grease and place on the line at 1830, the metal number that is placed in front should be 12 which indicates that when the long hand of the clock reaches 12 that chicken must be pull off of line. Why because it is no longer at a tempture that it is required by law to sell. A lot of the times they over cook the chicken and crush is hard just by looking at it. It's something to think about.
6. AFFES employment; I have visit other installation and I see a mixture of Americans and host nation working together, but here at Zama I only see host nation employees. Soldiers and civilians bring their families members here and they can not even work at the Base Exchange. This is not right. AFFES main reason here is to support both the soldiers and their family members. Why have we allowed not supporting the family members in jobs? Everyone can not work but it would be nice to know that we are taking care of the Soldiers family members. What is there for them to do here and what about the teens that can work and make some money to support themselves? This was and is a lot of the teen's first job. It gives them some responsibility.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

You need to look over your answers for the last few pages of questions, half of them made no sense at all for the questions asked. For instance, at the auto hobby shop, they do not do repairs for you, YOU PERSONALLY do the repairs, and that is the #1 reason to have the Auto Hobby shop, so YOU can do the repairs yourself and not have to pay someone at the AAFES Garage \$200.00 for something you can do yourself for \$10.00. Your answer said they (The Hobby Shop) do the repairs. The same with the answers to the Fitness center, I go there to work out, you had NO answer pertaining to that, and that is prob the only reason 90% of the people use the facility.

installationId	37	Camp Zama Japan
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	lack of hourly care for infants prevents spouses from attending AFTB classes that provide free childcare
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Overall Comment

Overall, I'm satisfied with the MWR programs offered. If there were other available options that my family could afford (ie. FCC providers), I would utilize those. I'm not very satisfied with the SHA CDC. Concerns are addressed with a parent-teacher conference but no changes occur. Basically, the workers identify their educational background, certifications, etc and promise to "be aware" of my child (and other children according to other parents who have participated in these conferences) more often. In my opinion, if there are consistent concerns addressed about the same worker from different parents then maybe the worker would be better suited with another age group.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see a quarterly or biannual post-wide yard sale.

I would also like to emphasize how great the YS is. It provides services for kids interested in athletics, as well as for the kids who prefer chess, computers, etc. Thank you!

Is the Mayoral system part of MWR? If so, I don't even know what the mayor can do, or is supposed to do, for the community. Nor do I know how to contact the mayor if I needed to.